

56	10/9/2007	TTY customer unable to make or receive calls with area code 979 Problem began Friday, 10-5-07. Customer relies on Relay service and must be able to make and receive local calls. (apologized for problem encountered, offered Sprint IP as alternative until problem resolved but customer does not have computer access) Trouble Ticket. 5079612 Customer request contact ASAP	10/22/2007	It staff resolved the issue with TMCC and Test, Status Closed
57	10/4/2007	TX Voice Carry Over customer says typing speed transmitting slower than standard 60 wpm Apologized for the problem and opened Trouble Ticket 5054361 Follow-up needed for problem resolution.	10/4/2007	Due to lack of information needed to remedy this solution of the problem. Status Closed.
58	10/3/2007	Voice Carry Over customer cannot be heard and is experiencing garbling on LD calls. Her callers cannot hear her. Apologized for the problem and opened another Trouble Ticket ID 5043484 Customer is requesting problem to be fixed as it has been going on too long.	10/3/2007	It staff found the root of the problem that is causing Voice Carry Over customer to get garbling at the end of the call, it is related to Phoenix bug # 3016, any additional information will be referred to the Phoenix desktop team. On going issue with this customer whom had had problems with her Voice Carry Over call processed via using 711, our outreach staff is working on having someone to stop by to educate her to use dedicated 800# Voice Carry Over number instead of dialing 711. This Voice Carry Over customer does not answer any inbound calls. Only return via on Caller ID and use the 711 to connect and continued to have problem with Phoenix platform. Tech staff referred to Phoenix desktop team for resolution Status closed

53	10/15/2007	Technical - General	10/15/2007	CapTel Technical Staff identified there was an issue with the routing of CapTel calls to 800 numbers by an outside vendor. The problem was identified and resolved. Customer was notified and thankful.
54	10/15/2007	Caller ID	10/15/2007	A technical problem was reported that affected how Caller ID propagates through the CapTel system. This affected a small number of users' Caller ID detail. Tech support installed a software update from our outside equipment vendor providing permanent resolution. This remedied the circumstance.
55	10/10/2007	On the evening of October 9 and early morning of October 10, 2007, Voice Carry Over customer could not reach Relay TX by dialing 711. Apologized. Ticket 5086867 was opened. No follow up.	10/10/2007	Voice Carry Over cannot reach Relay with 711 or dedicated toll-free number, it was two separate outages that affect both Phoenix call centers last night (Oct 9) and TX customers specifically this morning (Oct 10). Customer called the dedicated 877 # and it worked and Local Exchange Company is Sage Telecom. Now outage has been corrected. Status closed

50	10/18/2007	10/18 9:45PM Customer complained that the agent did not send "GA" or "GA to SK" during call Supervisor explained possibilities - perhaps GAs were not transmitting, perhaps the agent was unsure that the other party was finished speaking or when to send GA. Customer requested follow up at the email address provided.	10/19/2007	Supervisor spoke to the agent about the complaint. The agent is aware of the importance of using "GA" and "SK" The agent doesn't remember a call where she didn't use GA or SK. A follow-up e-mail was sent to the customer on 10-22-07.
51	10/16/2007	Voice Carry Over customer very upset that during her lengthy conference call, about 35 minutes into it, the text being sent to her is coming out doubled. This has been going on a lot lately and in turn her long distance conference calls are costing even more due to the text being doubled. Also, on the agents screen about 40 minutes into the call the agents screen went blank. All the text that was previously typed was not gone and everything being typed from that point on was not coming out on the agents screen but it was being transmitted to the inbound user, but it apparently was coming out doubled. Customer said she wants program manager to return her call ASAP.	10/16/2007	RPM staff attempted to make several contact and the customer s phone did not answer the call. Unable to connect with the customer for a follow up. Status closed.
52	10/16/2007	Voice Carry Over customer is not being heard by Relay operator and/or by the people she calls. Apologized. Ticket 5130920 was opened. Follow up requested.	10/16/2007	IT staff resolved the problem and Trouble Ticket was filed and it was a minor update the platform. Status Closed.

47	10/26/2007	Customer dialed the dedicated TX Voice number and asked for a transfer to TRS Customer Service. Twice she was transferred to a Spanish speaking relay operator in error. Apologized for the problem. Provided TRS Customer Service direct number. Ticket 5199175 was opened. No follow up.	10/26/2007	Trouble Ticket 5199175 was opened and it indicated that it was a training issue with the agent. Supervisor reviewed with the agent and a memo was send out to the entire relay center as a friendly reminder that to transfer calls properly by clicking the drop menu to be able to link to the correct transfer request. Status closed.
48	10/23/2007	Voice Carry Over customer experiencing repeated words transmitted via Relay TX during call. Customer also receiving slow typing even though she uses Turbo Code equipment and call received as Turbo. Customer has two Turbo units, home and work. Equipment is new and/or has been checked for any possible problem. No problem found. Customer reports the new Relay platform is not working. (apologized for problems encountered, advised Trouble Ticket. and complaint would be entered) Trouble Ticket. 5173683 Customer states she has never been contacted on previous complaints and expects contact to be made regarding this issue	4/8/2008	No Trouble Ticket Ticket found no solution to this problem. Status Closed.
49	10/21/2007	Customer was upset that she had to repeat everything twice to the agent because agent could not understand her. She felt this was very disruptive to the call. Supervisor Doris S took the complaint on 10/20/07 at 2:19 pm and the customer did have quite a heavy accent. Forwarded on to correct center. No follow-up requested.	10/21/2007	Spoke to the Communication Assistant regarding this call. The Communication Assistant indicated that both the inbound and outbound parties were very difficult to understand and was trying to make sure that she was typing verbatim. The Communication Assistant felt very frustrated as well.

44	11/5/2007	Customer reported agent was rude and hung up on her three times. Customer is angry that agent treated her as a prank caller which she is not. (Complaint received from MA Customer Service.) Customer requests contact from supervisor ASAP.	11/30/2007	Team Leader spoke with Communication Assistant and stressed the importance of not disconnecting calls. If Communication Assistant feels a disconnect is needed, they must call person at the bridge down to document it.
45	11/5/2007	TX Voice Carry Over user really appreciates relay but lately she has trouble with agents not knowing how to access FD #'s. Customer also gets some garbled messages and comments agents seem to disappear, and won't respond. Apologized, explained I would inform the trainers. Asked caller to obtain agent ID #'s for further trouble shooting issues. Customer does not want contact.	11/5/2007	Lack of detailed information needed from the caller to identify the problem on customer not having access to the Frequent Dialing numbers. Status Closed.
46	11/1/2007	TX Voice Carry Over customer unable to reach relay when dialing 711. Customer Service apologized and turned in Trouble Ticket 5249709. Provided designated Voice Carry Over number. No follow up needed.	11/1/2007	Submitted trouble ticket to Tech. Follow up not requested

41	11/19/2007	This customer called into Sprint customer service (agent 2998) to inquire about 2 line Voice Carry Over and the customer service agent had no idea what she (customer) was talking about. This customer is hard of hearing and very frustrated. Call came in on 11-18-07 at 12:55 am. Follow up is requested	11/19/2007	Called customer, agent number is not valid, customer will re check the number and get back to Team Leader. Customer verified number and I located the Customer Service Representative and have coached on the ability to use 2 Line Voice Carry Over using Internet relay. Also coached when not able to help to get assistance from supervisor and never hang up on a customer or serious action will be taken. Thanked customer for the help and assured customer the operator will be trained for better response
42	11/19/2007	Disconnect/Reconnect during calls	11/19/2007	Sent customer information explaining the difference between a CapTel and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence
43	11/7/2007	TX Voice Carry Over user complains she is unable to communicate due to continuous garbling. Customer feels being elderly this is very upsetting for her as she has health issues as well. Apologized, provided dedicated Voice Carry Over #, let customer know I would inform the relay technicians for further research. submitted Trouble Ticket 5294754. Customer does want contact from Program Manager with resolution.	11/7/2007	No Trouble Ticket ticket was found on the system therefore unable to resolve this complaint. Status Closed

38	12/10/2007	TX Voice Carry Over user thought agent was mad at her and wonders what she did wrong after requesting agent give her the GA to leave a message. Customer asked to redial to try again and agent hung up without giving her the opportunity to leave a message. "She was just so snotty! All my 3's are usually extremely so nice, and do an excellent job." Verified customer's notes instructions, which were not followed. Removed answer machine instructions per customer request. No contact wanted.	12/10/2007	Agent said she misunderstood customer. Customer wasn't sure if her message was left in its entirety on the first attempt and asked agent to redial but agent didn't know if customer wanted to leave another message on the second attempt or to see if someone would answer. Agent just informed customer that the answering machine came on and then disconnected without letting the customer leave a second message. Then customer disconnected before agent could apologize for the misunderstanding.
39	12/7/2007	Agent asked customer to repeat number three times and then hung up on customer. Complaint came in on 12/3/07 at 10 04 am. Forwarded to correct center for follow up	12/7/2007	Agent does not remember the call. The supervisor went over correct procedures if the instructions or calling to number is not understood. I also educated the agent never to disconnect on a customer, but get a supervisor to assist with the call.
40	12/4/2007	Voice Carry Over customer explained she's having a difficult time reaching a Relay operator. Her branding is no longer in place. Customer also reports garbling. Apologized. Re-branded the line. Opened ticket 5462669. Follow up requested.	12/4/2007	"Difficult time reaching Relay" is a result that all lines are currently busy which occurs during the busiest times of the day; it is not a Relay service problem. Managers contacted customer three different days and times via email for follow up. Closed.

35	12/24/2007	Customer service received this complaint through email. Customer states they tried to make a call three times. The relay operator was saying what was that (and repeated the number wrong). Customer gave the number again and the operator dialed the wrong number. Customer said they are tired of being treated the way the relay operators treat them. They said the operators are careful to be polite but customer can feel their hatred. Customer emailed the customer back and apologized for the misdial. Customer would like follow up via email.	12/24/2007	Spoke to the agent regarding this. The agent doesn't remember this call in particular. There is an issue with extra characters appearing on Internet calls. Supervisor reviewed proper disconnect procedures with the agent. Follow-up e-mail sent at 1:50pm on 12/27/07. Spoke to the agent about this call. The agent remembered this particular call because of this issues the agent had in regards to getting the correct number. The agent does not remember being rude to the caller but just trying to get the phone number necessary to make the call. The agent tried her best to hear the phone number and thought she was getting the number correct. The supervisor reminded the agent to be polite when talking to customers. Agent understands. Follow-up email sent on 12/27/07.
36	12/18/2007	Customer states that the agent sent all transmissions in Spanish and refused to stop when asked to use English. Customer also states that he requested a supervisor and that the agent disconnected the call. The customer requests a follow up call.	12/18/2007	Agent does not remember this call. Spoke to the agent about following customer instructions. Agent understands. Attempted call back to customer on 3 occasions (12/19/07, 12/21/07, 12/24/07) and never received an answer.
37	12/12/2007	Customer stated that the agent kept hanging up in the middle of her calls. She stated that she has no other issues with any other agents. It is just this agent that disconnects in the middle of her calls. Thanked customer for letting us know and informed her that we would forward this to the appropriate supervisor. Customer would like follow-up via phone.	12/19/2007	Agent had no idea. Stated " Don't hang up on people. Question-The system perhaps? " Supervisor contacted customer at 6:10pm, while discussing the technical issue possibilities for disconnect, the call was gone. No response from the customer while my phone still indicated a connection ( office phone ). Called back at 6:13pm and got a voice answering machine. Supervisor left a message and asked her to call back if any additional questions.



32	1/3/2008	Customer states she has to try several times in order to reach Relay. It was working fine but now has been a real problem. No call back requested.	4/29/2008	Customer Service response. Apologized for the problem and assured that a trouble ticket would be turned in. Trouble Ticket #5631761. Customer needs to have their LEC check their phone line to make sure that the Relay number is not being blocked during outbound.
33	1/2/2008	Customer states that her line is disconnecting when calling through Relay. Call back requested.	4/30/2008	Customer Service response: Apologized for the problem and assured that a trouble ticket would be turned in. Trouble Ticket #5620776. Program Manager spoke with customer and she stated that all has been working fine and thanked for the follow up.
34	12/26/2007	TX Voice Carry Over user unable to transfer from Customer Service to TX Relay agent. Apologized and entered Trouble Ticket 5592949. Customer did not request contact.	12/26/2007	Customer did not request a call back. Case is closed

29	1/11/2008	Captions - stop in middle of call	1/11/2008	Customer reported captions stopping mid-conversation. Customer Service Representative apologized for incidence and thanked customer for reporting this. Customer Service Representative suggested customer document the date, time and CA# of a specific call. Research was attempted without specifics but was unable to identify incident or cause.
30	1/9/2008	Voice user says that when dialing 711 to return a Voice Carry Over user's call, nothing happens. When he dialed 0 for operator and 411, they had no idea how to call relay or what number to use. Customer suggests providing those agencies Relay education.	1/9/2008	Customer Service apologized, and explained that some phone companies include information regarding relay. Provided the RTX site address and sent various RTX literature.
31	1/9/2008	Customer states that his message was so garbled he had to hang up. Call back requested.	4/29/2008	Customer Service response: Apologized for the problem and assured that a Trouble Ticket would be turned in. Trouble Ticket #5671483. Program Manager called customer via TTY (per notes) on 5/2/2008 at 11:15 am EST but a voice answering machine picked up. Called again via an interpreter at 11:22 am and left a message with my call-back number. Mentioned that if I do not receive a call back within a week, I'll call them again. Called customer on 5/6/2008 at 3:30 pm: left another voice message on the answering machine. Called on 5/14/2008 at 11:32 am, left a final message on the answering machine saying that we trust everything has been satisfactory with Sprint Relay services lately.

26	2/11/2008	Captions - dropped characters/garbled text	2/11/2008	Customer shared feedback regarding the captions noting garbling and dropped characters. Customer Service Representative apologized for incidence and thanked customer for the feedback and suggested customer document the date, time, Communication Assistant # so that we can assist customer in identifying cause. Noted that voice recognition sends whole words thus something outside the center is causing this incidence. Shared this would be related to line or network routing conditions causing such incidence.
27	2/1/2008	Disconnect/Reconnect during calls	2/1/2008	Customer shared feedback regarding disrupted calls. Customer Service Representative apologized for incidence and thanked customer for the feedback and explained that disruptions were caused by phone line conditions (disconnect/reconnect). Problem seems to have been isolated to two calls
28	1/16/2008	Voice Carry Over customer says that the agent did not verify the Frequently Dialed number they were dialing--they were not sure which one to dial Apologized numerous times No follow-up requested.	1/16/2008	Customer Service did not get the time of the call. Reminded the agent of the importance of following customer notes and instructions. The agent is aware of the need to read all customer notes and instructions prior to processing the call. Agent will get a supervisor in the future if any issues occur.

23	2/27/2008	Voice Carry Over user is concerned that there is not better communication regarding Relay services to Sprint store employees. He purchased a PCS phone which the technician at the store assured him would work as Voice Carry Over, if he just programmed it for Relay. No contact wanted.	2/27/2008	Apologized, explained additional devices necessary for Voice Carry Over calling with cell phones and provided numbers to call for information. Told him that the Program Manager would be informed about the issue.
24	2/21/2008	TTY customer states they typed out a message for the relay operator to leave if an answering machine comes on, or to read the message if a live person answered. Live person did answer the phone, operator announced and explained relay. The outbound person said "I'm not interested" and disconnected. Customer is mad because the operator did not read prerecorded message to the outbound customer. Customer would like a follow up from the Supervisor, and suggest we change our policies.	2/25/2008	Operator explained to the customer that they are real time and cannot read a prerecorded message to the person that answers the phone. Customer Service apologized to the customer. Verified that Relay does not read prerecorded messages to live person, Relay can announce differently. The agent is aware that she did not follow instructions. The agent apologizes and has assured her supervisor that going forward, she will follow instructions given by a customer. The agent has been advised that our policy does allow an agent to read a pre-typed message when the customer has given instructions to do so. Email follow up with customer was completed at address given. Customer has been informed that the appropriate action has been taken to review the agent on procedure.
25	2/11/2008	Captions - dropped characters/garbled text.	2/11/2008	Customer Service suggested customer document the date, time, and Communication Assistant # for more specific follow up.

20	3/6/2008	Billing - General	3/6/2008	Educated consumer on the need to register one's preferred long distance carrier to ensure billing to one's home account. Customer received the relay default carrier's billing, and was advised to contact the default carrier to discuss those charges. Registered customer to ensure billing to preferred carrier.
21	3/5/2008	Disconnect/Reconnect during calls	3/5/2008	Sent customer information explaining the difference between a CapTel and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent letter with tips to reduce their occurrence.
22	3/4/2008	Disconnect/Reconnect during calls	3/4/2008	Sent customer information explaining the difference between a CapTel and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence.

18	3/15/2008	<p>On March 13th the customer was trying to place a Voice to TTY or a Voice Carry Over to TTY collect call and Supervisor was called to assist with the call. The supervisor dialed the number for the customer 4 times and kept disconnecting the call. The customer states that on one occasion he could read on his TTY that the supervisor was having a conversation with his wife and she was asking why the call could not be connected either voice to TTY or Voice Carry Over to TTY and that the call was then disconnected. The customer called in another time and got a different operator who did complete the call for him. Customer called in again from a correctional facility and stated that he wanted to file a formal complaint that the agent refused to place his Voice Carry Over or Voice call 4 different times. He said when he called back in, another agent was able to place the call with no problem. He said other deaf inmates are having the same problem.</p>	3/18/2008	<p>The contact information for the call back is for the customer's wife who is a TTY user and has extensive notes in her profile stating that she is a TTY user and to ask for a TTY user on a collect call. The customer making this complaint is an inmate but his wife is a legitimate TTY user—they would like clarification on why the call was not completed. The customer's wife has also been charged for these collect calls that have not been completed fully. It was explained to him that this is a known technical issue that is being investigated further but he did not believe this and was insistent that it is agent neglect. His concerns were added to the original complaint. The VRU call flow for generic prison collect does not provide an live operator connection that would enable the TRS operator to assume the LD operator role in TTY mode that is necessary to obtain acceptance of collect charges from the outbound line. Verified that the relay agent did not connect to the outbound wife. The agent has been coached on keeping the inbound customer with appropriate information regarding call status and system-related issues. The supervisor handling the call followed the proper procedure in response to the system for calls originating from a facility with the ANI II digits identifying the call as originating from a prison. Appropriate channels have been informed of the connection issue. Appropriate action has been completed at the call center level</p>
19	3/13/2008	<p>Customer states she cannot call out long distance when using RTX with ATrouble Ticket as long-distance carrier. Call back requested</p>	5/1/2008	<p>Customer Service response: Apologized for the problem and assured that the trouble ticket would be turned in right away. Trouble Ticket #6071024. Called on 4/30 at 11:10 AM and 5/1 at 12:35 PM - no answer nor answering machine. Called customer on 5/2/2008 at 11:20 am: no answer. Called on 5/6/2008 at 3:30 pm: busy. Called again at 3:35 pm: no answer. Program Manager called a total of 5 times and has not been able to get in contact with this customer.</p>

16	4/8/2008	Voice Carry Over caller complained that agent's headset went out on a long (one hour) Voice Carry Over-Voice call. In the middle of typing, the agent's mike went out and by the time the agent fixed it, the Voice user hung up. Agent redialed and things were ok until the screen flashed. Agent observed the responses did not transmit so he copied and pasted the text, however, it resulted in repetition of parts of the conversation. The Voice Carry Over user complained that they disliked the repetition.	4/11/2008	Apologized to the Voice Carry Over user. Gave her manager's names and numbers that she requested. Also informed her the agents headset would be checked. Assured customer that the agent's headset would be checked. Supervisor discussed with agent about the problems associated with the call. Agent reported technical issues on trouble ticket.
17	4/1/2008	Customer states that agent didn't follow notes to retrieve voice mail and then disconnected on the TTY user. User called back, got the same agent who did the same thing.	4/2/2008	Supervisor determined that the reason agent couldn't retrieve voice mail was because the customer notes were previously entered incorrectly with too many digits in the number. Agent was coached to follow customer notes and maintain call focus. If the agent determines there is an issue, the agent will contact a supervisor.

13	4/11/2008	Voice Carry Over customers reports Relay operator's microphone quit working during a very important call. Relay operator redialed phone number and microphone failed again. Customer also communicated with supervisor regarding the problems during the call. Voice Carry Over customer stated that Relay service continues to get worse instead of better. Customer requests contact.	4/29/2008	Customer said that some Relay operators have advised that problems are due to new Relay system. Apologized for problem encountered, advised complaint would be entered and explained that a technical issue occurred. Gave customer manager names that she requested. Assured customer that the agent's headset would be checked. Supervisor discussed with agent about the trouble problems associated with the call. Agent reported technical issues on trouble ticket. Have attempted unsuccessfully three times to reach customer for follow-up conversation. No answer.
14	4/10/2008	Teacher was speaking with a deaf parent through RTX and said that the agent was impolite and rude: "Well, I've already typed it. You didn't say go ahead." She generally is very pleased with all the agents and felt this should be reported. Customer would like contact from supervisor.	4/10/2008	Thanked her for taking time to let us know the issue. Explained I would be sure to inform this agent's supervisor. Agent did not remember the call at first, but then recalled that a voice person was trying to talk over a TTY user. Agent did not know if that was the call, but she was pretty sure that was the call because the voice person asked for her agent number at the end of the call. The TTY user typed slow so the agent would pause, and the voice user would try to talk and the agent told her she could not type what she was saying until the "GA" from the TTY user. Supervisor reminded agent of proper call procedure and follow up was given to the voice user who called in the complaint via phone call. Voice caller thanked supervisor for the follow-up call.
15	4/8/2008	When customer called in, agent would say hello and hang up. Follow-up requested via email.	4/8/2008	Emailed customer on 4/16 and have not received a response. Agent ID is not listed in our system. Emailed customer a 2nd time on 4/30/08 to verify ID number and pending a response. Customer has not responded in nearly two months, case closed.



10	4/28/2008	Customer gave the operator the number to dial two times. The agent never responded back and never dialed the number No follow up is needed	4/28/2008	Customer did not request follow up. Case is closed.
11	4/16/2008	Accuracy of captions	4/17/2008	Customer shared feedback regarding captions during a specific call where the customer received a word on their display screen and it seems the other party did not say this specific word. Customer Service Representative thanked customer for the feedback and shared incidence with Call Center management for follow up with the captionist.
12	4/15/2008	A telephone technician from MN called to say the inmates at a prison he is doing telephone work for cannot dial out to a toll free number to reach relay. Verizon will not "point" to a toll free number, but only a T1 line or POTS number Follow-up requested.	4/15/2008	Apologized for inconvenience. Opened Trouble Ticket 6258931. This is a TX contact; reassigned to TX. Technician left a voice message for customer letting him know that the only numbers available for people to call into relay are 800 numbers and 711. There aren't any 10-digit numbers into Relay.

7	5/13/2008	Business customer reports dialing the TX voice number on May 13, 2008 between 11-11:15 AM and reached TTY tones. There was no voice answer. Apologized Customer Service branded the line for voice and put in a customer note. Transferred to TX voice Relay. Ticket 6406566 was opened. No follow up.	5/13/2008	From technician: Ft. Worth call controllers were pointing to the incorrect platform database. Call controllers were reconfigured and restarted. Closed.
8	5/7/2008	Accuracy of captions	5/7/2008	Customer shared feedback regarding accuracy of captions. Customer Service Representative apologized for incidence and thanked customer for the feedback and informed them that this information was shared with appropriate captioning service staff for follow up. Provided research information and call specifics to call center, appears to be voice recognition software error. Advised customer accordingly.
9	4/29/2008	Customer reports reaching TTY tones when she dials to 711. Apologized. Trouble ticket 6333168 was opened Follow up requested.	4/29/2008	From Operations: On 4/29/2008, left a message at this customer's office with the information to contact the LEC and provided a voice 800 #. Also provided my number if she needed further assistance Closed.

4	5/21/2008	TX Voice Carry Over has used relay for years and very thankful to have the service. She complains that when she reaches a 7 series agent there are continual problems and agents never understand how to use FD #'s. Apologized, explained I would be sure to inform the agents supervisor and the trainers about the issues. Customer does not want contact.	5/22/2008	The customer's concern will be brought to the attention of the training department with a request to provide a review of frequently dialed number procedures.
5	5/21/2008	TX Voice Carry Over has used relay for years and very thankful to have the service. She complains that when she reaches a 7 series agent there are continual problems and agents never understand how to use FD #'s. Apologized, explained I would be sure to inform the agents supervisor and the trainers about the issues. Customer does not want contact.	5/21/2008	Agent does not remember this call, but was coached about FD procedures.
6	5/19/2008	TX Voice caller complains she and her family can't reach her Mom, using the toll free TX Relay #. Customer calls from home and from cell but can not connect. Apologized, explained I would let the relay technicians know the issue, and transferred her call to relay operator. Test called successfully to reach agent after long delay, noted and branded her line for voice. Entered Trouble Ticket 6438022. Customer requests contact with resolution.	5/19/2008	From technician: Ft. Worth call controllers were pointing to the incorrect platform database. Call controllers were reconfigured and restarted. From manager: Contacted customer on 5/27/2008 at 2:35 pm to explain resolution. Customer satisfied. Closed.

**Complaint Tracking for TX (06/01/2007-05/31/2008). Total Customer Contacts: 103**

<u>Tally</u>	<u>Date of Complaint</u>	<u>Nature of Complaint</u>	<u>Date of Resolution</u>	<u>Explanation of Resolution</u>
1	5/28/2008	Customer gave agent instructions to leave a message and the agent did not relay the message. Apologized to the customer. Will forward this information to the supervisor.	5/29/2008	Complaint forwarded on to supervisor for follow up on the proper procedure for leaving a message on answering machine. Team Leader met with this agent about the proper way to handle an answering machine and leaving a message. Agent apologized for the inconvenience.
2	5/23/2008	Accuracy of captions	5/23/2008	Customer shared feedback regarding accuracy of captions. Customer Service Representative apologized for incidence and thanked customer for the feedback and informed them that this information was shared with appropriate captioning service staff for follow up. Suggested customer document the date, time, Communication Assistant # for more specific follow up.
3	5/21/2008	TX Voice Carry Over complains when requesting to call from her FD #'s and wanted to leave a message. The agent dialed the customer's own number, then there was a long delay and finally she hung up, not sure if agent was there or not. Apologized, explained I would be sure to inform the agent supervisor for follow up with the agent. No contact wanted.	5/21/2008	Met with Communication Assistant and she described the procedure she followed which was exactly per protocol. Communication Assistant said when she chose the name on the frequently dialed list that customer wanted, customer said it was her own number. Communication Assistant then entered the number manually and customer said it was her own number. Communication Assistant followed procedure correctly. It may be that FD list contains an incorrect number, but Communication Assistant appeared to be following protocol.

# **Texas FCC 2007 - 2008 Complaint Log**



# **Appendix F: FCC Complaint Logs 2007 - 2012**

## TROUBLE REPORTING PROCEDURES (FOR INDIVIDUAL CUSTOMERS TO CUSTOMER SERVICE)

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All calls concerning customer service issues should be placed by dialing the CapTel Customer Service at 1-888-269-7477 (800-482-2424 TTY) in English (866-670-9134 for Spanish). A Customer Service agent will take information concerning:

- Callers Name
- Contact Number
- Calling to / Calling from if applicable

Description of the trouble

Customer service can also be reached by emailing [captel@captelmail.com](mailto:captel@captelmail.com).

Report service affecting trouble to Customer Service during normal business hours. Escalations of service affecting issues during normal business hours are followed below:

Level	Escalation Procedure during business hours	Point of Contact (POC)	Phone Number
1	CapTel Customer Service	Customer Service Agent	(888) 269-7477 <a href="mailto:captel@captelmail.com">captel@captelmail.com</a>
2	CapTel Customer Service Supervisor	Pam Holmes	(888)-269-7477 <a href="mailto:Pam.Holmes@captelmail.com">Pam.Holmes@captelmail.com</a>
3	Captioned Telephone Inc.'s (CTI) Call Center Director		(608) 441-8800 <a href="mailto:Pam.Frazier@captelmail.com">Pam.Frazier@captelmail.com</a>
4	Captioned Telephone Inc.'s (CTI) Call Center Vice President	Jayne Turner Vice President	(608) 441-8800 <a href="mailto:Jayne.Turner@ultratec.com">Jayne.Turner@ultratec.com</a>

Table 46 – CapTel Customer Service Escalation Procedures

## ALTERNATIVE USAGE FOR CAPTEL PHONE DURING OUTAGE FOR VCO USERS.

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CapTel phones are equipped with the capability to connect to traditional relay services even in the event that the captioning service is not available.

In the event that a user cannot reach the captioning center, and the user desires to use any form of available relay to connect their call, the user can dial 7-1-1 (user must dial only 7-1-1 and not a relay 800 number in order to change to VCO mode) and be connected to the in-state relay call center. Their call will be processed via VCO instead of captions. In VCO mode, no audio from the called party will be processed – just like any other traditional VCO call

- Outside of the normal business day – A technician will be on-site within four (4) hours. The technician will then provide parts and/or resources necessary to expedite repair of the most common problems within two (2) hours.

☐ Due to Utilities or Disaster at the Center – Service will be restored as soon as the utility is restored provided the equipment was not damaged. If the equipment was damaged then refer to the timing in the statement previous (Due to Equipment).

☐ Due to Telco Facilities Equipment – A technician will be dispatched as necessary. The normal Telco escalation procedures for a partial outage will apply:

- Two hours at first level,
- Four hours at second level
- Eight hours at third level

These hours of escalation are all during the normal business day, so a trouble ticket may be extended from one day to the next.

☐ Partial loss of service – Due to Equipment

- Normal business day – A technician is on site during normal business hours. The technician will provide parts and/or resources necessary to expedite repair of the most common problems within four (4) hours.
- Outside of the normal business day – A technician will be on-site within eight (8) hours. The technician will then provide parts and/or resources necessary to expedite repair of the most common problems within four (4) hours.

☐ Due to Position Equipment – A technician will be on-site within eight (8) hours, provided there are not enough positions working to process the forecasted traffic volumes. The technician will provide parts and/or resources necessary to expedite repair within 48 hours. If there are enough positions functional to process the forecasted traffic, the equipment will be repaired as necessary by Sprint.

☐ Due to Telco Facilities Equipment – A technician will be dispatched as necessary by Sprint. The normal Telco escalation procedures for a partial outage will apply:

- Eight hours at first level
- Twenty-four hours at second level

These hours of Telco escalation are all during the normal business day, so a service request may be extended from one day to the next.



In cases of partial loss of service, such as several inoperable RO positions or, local area network outages, the CapTel Center on-site technician will notify CapTel Service Center to schedule repair. Only those partial losses of service that are service affecting in excess of 30 minutes will be emailed to the state Contract Administrator.

If the problem is within the CapTel call center, maintenance can usually be performed by the on-site technicians. Hardware spares are retained at the CapTel call center to allow for the most common type of repair required without the ordering of additional equipment.

#### DISASTER RECOVERY FOLLOW-UP

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Upon notifying customers of an outage, Sprint's contact person will provide regular updates from CTI to all customers and internal team members. The follow up will be kept in sync with CapTel Customer Service so that the information shared with customers from CTI is the same as what customers receive from Sprint.

#### DISASTER RECOVERY POST-MORTEM DOCUMENTATION

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Within 72 hours (3 days) after the outage is resolved, CTI will provide a formal written analysis of the outage to the designated Sprint people (outlined above).

Sprint will send a document with the analysis to the Contract Administrator. John Moore will be the primary point-of-contact for the letter to be shared with customers. If John Moore is not available, then Angie Officer will provide the letter directly to customers.

- 1) What time did the outage happen in CENTRAL TIME?
- 2) What caused it?
- 3) Which customers are (or were) impacted?
- 4) What is (was) the solution to restore service?
- 5) What is the time that service will be (or was restored by) IN CENTRAL TIME?
- 6) What will CapTel, Inc do to prevent this from happening again?

CTI will be available to answer questions from Contract Administrators through Sprint.

#### TIME FRAMES FOR SERVICE RESTORATION

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☐ Complete loss of service due to equipment

- Normal business day – A technician is on site during the normal business day. The technician will provide parts and/or resources necessary to expedite repair of the most common problems within two (2) hours.

- 2.) What caused it?
- 3.) Which customers are (or were) impacted?
- 4.) What is (was) the solution to restore service?
- 5.) What is the time that service will be (or was restored by) IN CENTRAL TIME?

Sprint will internally escalate outages in the following manner:

Level	Escalation Procedure for Outages	Point of Contact (POC)	Contact Info:
1	Sprint Product Innovation Manager	Dennis Seiznick Product Innovation Manager	913-663-7278 <a href="mailto:Dennis.A.Seiznick@sprint.com">Dennis.A.Seiznick@sprint.com</a>  <u>After Hours:</u> <a href="mailto:getdennis@gmail.com">getdennis@gmail.com</a> (pager) 913-231-1386 (cell) (608) 441-8800 <a href="mailto:Pam.Frazier@captelmail.com">Pam.Frazier@captelmail.com</a>
2	Captioned Telephone Inc.'s (CTI) Call Center Director	Pam Frazier Call Center Director	<u>After Hours:</u> 608-516-7517 (cell) 608-832-6233 (home) (608) 441-8800 <a href="mailto:Jayne.Turner@ultratec.com">Jayne.Turner@ultratec.com</a>
3	Captioned Telephone Inc.'s (CTI) Call Center Vice President		<u>After Hours:</u> 608-274-0598 (home)

Table 44 – Sprint CapTel Outage Escalation

## SPRINT PROCEDURE FOR OUTAGE NOTIFICATION TO CONTRACT ADMINISTRATORS

Upon receiving notification from CTI, Sprint will have one of the below managers contact the Contract Administrator, depending on availability:

	Point of Contact (POC)	Position	Contact Information:
1	John Moore		P: (925) 904-4014 M: (925) 895-9176 H: 925-968-1418 E: <a href="mailto:John.E.Moore@sprint.com">John.E.Moore@sprint.com</a> Pgr: <a href="mailto:jmoore45@sprintpcs.com">jmoore45@sprintpcs.com</a>
2	Angela Officer	Relay Program Manager	P: (703) 689-5654 E: <a href="mailto:Angela.Officer@sprint.com">Angela.Officer@sprint.com</a>
3	Assigned On-Call Relay Program Manager		Assigned as necessary

Sprint Customer Notification Procedure

Upon receiving notification from CTI, Sprint will assess the problem and contact will be made by email to the Contract Administrator.